

Application/Control Number: 09/748,729

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1. A method of providing through an electronic medium personalized information to a customer on a telematics device, the method comprising:

presenting, on the telematics device, to the customer through the electronic
5 medium a virtual garage having communication links to a plurality of telematics service
providers;

requesting, from the telematics device, personalized information from the virtual garage; and

transmitting the personalized information from the virtual garage to the telematics
10 device, wherein the personalized information is originally obtained from the virtual
garage and the plurality of telematics service providers.

2. The method of claim 1, wherein the electronic medium comprises the Internet.

3. The method of claim 2, wherein the personalized information comprise information in one of a route log, insurance log, automobile log, traffic log, travel log, medical log, and grocery log.

20 4. The method of claim 1, wherein the virtual garage is accessed through a
wireless connection.

5. The method of claim 1, wherein the virtual garage is a life management

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6. The method of claim 1 further comprising transmitting updates from the plurality of telematics service providers to the virtual garage.

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7. The method of claim 1, wherein the personalized information is transmitted from the virtual garage to the telematics device using an FM subcarrier network.

8. A system for providing through an electronic medium personalized information to a customer on a telematics device, comprising:

means for presenting, on the telematics device, to the customer through the electronic medium a virtual garage having communication links to a plurality of telematics service providers;

15 means for requesting from the telematics device personalized information from the virtual garage; and

means for transmitting the personalized information from the virtual garage to the telematics device, wherein the personalized information is originally obtained from the virtual garage and the plurality of telematics service providers.

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9. The system of claim 8, wherein the electronic medium comprises the Internet.

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10. The system of claim 8, wherein the personalized information comprise information in one of: route log, insurance log, automobile log, traffic log, travel log, medical log, and grocery log.

5 11. The system of claim 8, wherein the virtual garage is accessed through a
wireless connection.

12. The system of claim 8, wherein the virtual garage is a life management and enhancement server.

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13. The system of claim 8 further comprising means for transmitting updates from the plurality of telematics service providers to the virtual garage.

14. The method of claim 8, wherein the personalized information is
15 transmitted from the virtual garage to the telematics device using an FM subcarrier
network.

15. (New) The method of claim 1 further comprising:

requesting an emergency 911 service to a public service answering point using the

telematics device; and

transmitting the medical log to the public service answering point.

16. (New) The system of claim 8 further comprising:

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means for requesting an emergency 911 service to a public service answering point using the telematics device; and

means for transmitting the medical log to the public service answering point.

17. (New) A method of providing through an electronic medium a medical log of a customer on a telematics device included in a vehicle, the method comprising:

requesting, from the telematics device of the vehicle, the medical log of the customer from a virtual garage having communication links to a plurality of telematics service providers;

transmitting the medical log of the customer from the virtual garage to the telematics device of the vehicle, wherein the medical log is obtained from the virtual garage and the plurality of telematics service providers;

storing the medical log in the telematics device of the vehicle; and

retrieving the medical log of the customer from the telematics device of the vehicle during a medical roadside emergency.

18. (New) The method of claim 17 further comprising requesting an emergency 911 service to a public service answering point.

19. (New) A method of claim 18, wherein the vehicle comprises an emergency assistance vehicle.

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Claim 20. (New) A method of providing through an electronic medium a medical log of a customer using a telematics device embedded in a customer vehicle, the method comprising:

- establishing a communication link between the telematics device and a virtual garage, wherein the virtual garage comprises at least one server on the Internet and wherein the virtual garage stores the medical log of the customer;
- requesting the medical log of the customer from the virtual garage using the telematics device;
- receiving the medical log of the customer from the virtual garage to the telematics device of the customer vehicle;
- storing the medical log in an on-board database associated with the telematics device of the vehicle; and
- transmitting the medical log of the customer to a Public Service Answering Point, wherein the medical log is transmitted from the on-board database associated with the telematics device of the customer vehicle to the Public Service Answering point.

Claim 21. (New) The method of claim 20, wherein the electronic medium comprises the Internet.

Claim 22. (New) The method of claim 20, wherein the communication link is a wireless connection.

Claim 23. (New) The method of claim 20, wherein the medical log is transmitted from

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Claim 24. (New) The method of claim 20 further comprising requesting an emergency 911 service to the Public Service Answering Point using the telematics device.

Claim 25. (New) The method of claim 20 further comprising transmitting the medical log of the customer to one or more telematics service providers during a medical roadside emergency.

Claim 26. (New) The method of claim 20, wherein the Public Service Answering Point comprises an emergency medical service vehicle.

Claim 27. (New) A system for providing through an electronic medium a medical log of a customer using a telematics device embedded in a customer vehicle, the system comprising:

means for establishing a communication link between the telematics device and a virtual garage, wherein the virtual garage comprises at least one server on the Internet and wherein the virtual garage stores the medical log of the customer;

means for requesting the medical log of the customer from the virtual garage using the telematics device;

means for receiving the medical log of the customer from the virtual garage to the telematics device of the customer vehicle;

mean for storing the medical log in an on-board database associated with the telematics device of the vehicle; and


means for transmitting the medical log of the customer to a Public Service Answering Point, wherein the medical log is transmitted from the on-board database associated with the telematics device of the customer vehicle to the Public Service Answering Point.

Claim 28. (New) The system of claim 27, wherein the electronic medium comprises the

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Internet.

 Claim 29. (New) The system of claim 27, wherein the communication link is a wireless connection.

Claim 30. (New) The system of claim 27, wherein the medical log is transmitted from the virtual garage to the telematics device using an FM subcarrier network.

Claim 31. (New) The system of claim 27 further comprising a means for requesting an emergency 911 service to the Public Service Answering Point using the telematics device.

Claim 32. (New) The system of claim 27 further comprising a means for transmitting the medical log of the customer to one or more telematics service providers during a medical roadside emergency.

Claim 33. (New) The system of claim 27, wherein the Public Service Answering Point comprises an emergency medical service vehicle.

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34. **(Currently Amended)** A method of providing an emergency contact information of a customer using a telematics device embedded in a customer vehicle during an emergency associated with the customer vehicle, the method comprising:

accessing the telematics device embedded in the customer vehicle during the emergency associated with the customer vehicle;

establishing a communication link between the telematics device and a virtual garage, wherein the virtual garage comprises at least one server on the Internet and wherein the virtual garage stores the emergency contact information of the customer;

providing a site on the Internet that communicates with the server and that can be accessed by the customer independently from the telematics device so that the customer can specify the emergency contact information stored by the virtual garage and to be transmitted to the telematics device during the emergency;

retrieving the emergency contact information of the customer from the virtual garage using the telematics device; and

transmitting the retrieved emergency contact information of the customer ~~to a Public Safety Answering Point, wherein the emergency contact information is transmitted~~ from the telematics device embedded in the customer vehicle to the Public Safety Answering Point so that the Public Safety Answering Point will have the customer's emergency contact information that was specified by the customer

41. **(Previously presented)** The method of claim 34, further comprising:

enabling the customer to update the emergency contact information stored by the virtual garage before the emergency.

42. **(Previously presented)** The method of claim 41, wherein the enabling step includes providing the customer access to the virtual garage via the Internet, such that human intervention by someone other than the customer is not needed to update the emergency contact information.

45. **(Previously presented)** The method of claim 43, wherein the telematics service provider comprises an insurer.

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35. (Previously presented) The method of claim 34, wherein the communication link comprises the Internet.

36. (Previously presented) The method of claim 34, wherein the communication link is a wireless connection.

37. (Previously presented) The method of claim 34, wherein the emergency contact information is retrieved from the virtual garage to the telematics device using an FM subcarrier network.

38. (Previously presented) The method of claim 34 further comprising requesting an emergency 911 service to the Public Safety Answering Point using the telematics device.

39. (Previously presented) The method of claim 34 wherein the emergency associated with the customer vehicle comprises a vehicle collision.

40. (Previously presented) The method of claim 34, wherein the Public Safety Answering Point comprises one of an emergency medical service vehicle, a police service, and a fire service.

43. (Previously Presented) The method of claim 34, further comprising:
centralizing data in the virtual garage from one or more telematics service providers.

44. (Previously presented) The method of claim 43, wherein the telematics service provider comprises an automobile company.

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46. (New) The method of claim 34, further comprising:
transmitting data corresponding to the emergency to the Public Service Answering Point;
and
providing emergency assistance to the customer in response to the transmitted data.

47. (New) The method of claim 43, further comprising:
transmitting data corresponding to the emergency to the Public Service Answering Point;
and
providing information corresponding the emergency to the telematics service provider.



48. (New) A method according to claim 34, further comprising:
providing a business access to additional information regarding the customer that is
stored in the virtual garage so that the business can provide reverse-retailing services to the
customer based on the additional information.

49. (New) A method according to claim 48, wherein the step of providing access includes
providing a customer relationship management site that is accessible to the business via the
Internet and that communicates with the virtual garage.

50. (New) A method according to claim 48, wherein the additional information includes
vehicle ownership information.

51. (New) A method according to claim 48, wherein the additional information includes
customer experience information.

52. (New) A method of providing services to a customer having a vehicle, comprising:
centralizing data in a virtual garage from one or more telematics service providers,
wherein the telematics service providers consist at least of an automobile company
and an insurer, and wherein the virtual garage comprises at least one server on the
Internet;
dynamically delivering updates to preferences and profiles of the telematics service
providers to the virtual garage;
storing emergency contact information for the customer in the virtual garage;

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establishing a communication link from the vehicle to the virtual garage during an emergency associated with the customer's vehicle;
retrieving the emergency contact information of the customer from the virtual garage during the emergency; and
transmitting the retrieved emergency contact information of the customer from the vehicle to a Public Safety Answering point so that the Public Safety Answering Point will have the customer's emergency contact information that was retrieved from the virtual garage during the emergency,
wherein the communication link is a wireless connection, and
wherein the Public Safety Answering Point comprises one of an emergency medical service vehicle, a police service, and a fire service.

53. (New) A method according to claim 52, further comprising:
providing a business access to additional information regarding the customer that is stored in the virtual garage so that the business can provide reverse-retailing services to the customer based on the additional information.
54. (New) A method according to claim 53, wherein the step of providing access includes providing a customer relationship management site that is accessible to the business via the Internet and that communicates with the virtual garage.
55. (New) A method according to claim 53, wherein the additional information includes vehicle ownership information.
56. (New) A method according to claim 53, wherein the additional information includes customer experience information.